

**Espresso Financial Services Private Limited**

**Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites**

**Data for every month ending – 31/03/2024**

S N	Received from	Carried forward from previous month	Receive d during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolutio n time^(in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	03	18	21	19	02	00	01
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Stock Exchanges	01	00	01	01	00	00	04
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	<b>Grand Total</b>	<b>04</b>	<b>18</b>	<b>22</b>	<b>20</b>	<b>02</b>	<b>00</b>	<b>02</b>

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

**Trend of monthly disposal of complaints**

Sr. No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	January, 2022	00	02	01	01

2	February, 2022	01	05	04	02
3	March, 2022	02	122	123	01
4	April, 2022	01	18	15	04
5	May, 2022	04	13	16	01
6	June, 2022	01	10	10	01
7	July, 2022	01	52	51	02
8	August, 2022	02	33	33	02
9	September, 2022	02	14	12	04
10	October, 2022	04	09	09	04
11	November, 2022	04	05	07	02
12	December, 2022	02	103	99	06
13	January, 2023	06	15	14	07
14	February, 2023	07	09	15	01
15	March, 2023	01	41	33	09
16	April, 2023	09	13	15	07
17	May, 2023	07	11	14	04
18	June, 2023	04	19	14	09
19	July, 2023	10	123	125	08
20	Aug, 2023	08	72	78	02
21	Sept, 2023	02	22	21	03
22	Oct, 2023	03	30	20	13
23	Nov, 2023	13	47	53	07
24	Dec, 2023	07	73	75	05
25	Jan, 2024	05	98	93	10
26	Feb, 2024	10	12	18	04
27	March, 2024	04	18	20	02
	<b>Grand Total</b>	<b>120</b>	<b>989</b>	<b>988</b>	<b>121</b>

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

### **Trend of annual disposal of complaints**

SN	Year	Carried forward from previous year	Received during the year	Resolved During the year	Pending at the end of the year
1	2019-20	00	01	01	00
2	2020-21	00	07	06	01
3	2021-22	01	131	131	01
4	2022-23	01	322	314	09
5	2023-24	09	539	546	-
	<b>Grand Total</b>	<b>11</b>	<b>1000</b>	<b>998</b>	<b>11</b>